



MANAGER I, DEPARTMENT OF MOTOR VEHICLES (DMV) 2MV13

Department:	Department of Motor Vehicles
Final Filing Date:	August 9, 2012
Type of Recruitment:	Departmental Promotional
Salary:	MONTHLY-RANGED-SALARY - \$3,338.00 to \$4,055.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Motor Vehicles.

1. Applicants must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Persons applying using Veterans experience must submit a copy of their DD 214 with their Standard State Application (STD. 678).

FILING INSTRUCTIONS

The final filing date is August 9, 2012. Standard State Applications (STD. 678) must be submitted by the final filing date via one of the following two options: postmarked by the U.S. Postal Service or hand delivered to the Department of Motor Vehicles and placed in the Examination Drop Box **by 5 p.m.** Standard State Applications (STD. 678) may be downloaded at www.jobs.ca.gov.

FILING INSTRUCTIONS--CONTINUED

All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

PLEASE PROVIDE AN ACTIVE PERSONAL EMAIL ADDRESS, AS YOU MAY RECEIVE IMPORTANT EXAMINATION INFORMATION ELECTRONICALLY.

Standard State Applications must be marked "**Manager I, DMV**" and submitted by the final filing date using one of the two options below:

Postmarked by mail to:
Department of Motor Vehicles
Selection and Certification Unit
Manager I, DMV
P.O. Box 932315
Sacramento, CA 94232-3150

OR

In person by 5 p.m. to:
Department of Motor Vehicles/ HRB
Selection and Certification Unit/**Manager I, DMV**
2570 - 24th Street
1st Floor Lobby - **Examination Drop Box**
Sacramento, CA 95818

Standard State Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted. Standard State Applications will not be accepted via email or fax.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

DEFINITION

"Performing the duties of..." To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or TAU to the class) specified.

"Performing duties in a class with a level of responsibility..." To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements for this examination by the *final filing date*.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as Either "I", "II", "III", or "IV", etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

One year of experience in the Department of Motor Vehicles performing the duties of a Supervising Motor Vehicle Representative.

Or II

Two years of experience in the Department of Motor Vehicles performing the duties of a Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION--CONTINUED

Or III

Three years of experience in the Department of Motor Vehicles performing the duties of a Motor Vehicle Field Representative, Range C, or Motor Vehicle Technician, Range B.

Or IV

Four years of experience in work emphasizing discussion with the public, at least two years of which must have been in work requiring a knowledge of the regulations of the State of California governing the registration of motor vehicles or the licensing of drivers. [Experience in California state service applied toward this requirement must include at least one year in a class with a level of responsibility not less than that of Supervising Motor Vehicle Representative; or at least two years in a class with a level of responsibility not less than that of Licensing-Registration Examiner, Department of Motor Vehicles; Control Cashier (Motor Vehicle Services), Department of Motor Vehicles; Control Cashier (Vehicle Registration), Department of Motor Vehicles; or Motor Vehicle Program Supervisor II; or at least three years in a class with a level of responsibility not less than that of Motor Vehicle Field Representative, Range C.] (College education may be substituted for two years of general, nonsupervisory experience on the basis of one year of education for six months of experience.)

POSITION DESCRIPTION

A Manager I, DMV, (1) serves as a manager responsible for vehicle registration, driver licensing, and administrative activities of one of the smallest field offices; or (2) serves as operations officer of a larger field office; or (3) manages a large group of employees (as reflected in the approved allocation standards) assigned to a major function of a large field office; or (4) serves in a staff or specialized headquarter assignment, performing technical or managerial duties comparable in difficulty to the other assignments of this classification level.

Positions exist throughout the State.

EXAMINATION INFORMATION

This examination will consist solely of a Training and Experience Questionnaire, weighted 100%. **Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.**

The Training and Experience Questionnaire will be either mailed or emailed in **October/November 2012** to those candidates who meet the minimum requirements as stated on this examination bulletin.

SCOPE OF EXAMINATION

TRAINING AND EXPERIENCE QUESTIONNAIRE - WEIGHTED 100%

The Training and Experience Questionnaire will consist of statements designed to measure how your training and work history have provided you the essential knowledge, skills, and abilities listed below.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Accepted methods of handling and accounting for money received.
2. Appropriate English grammar, spelling, syntax, and punctuation etc. to write and edit documents.
3. Departmental security and confidential record policies and procedures.
4. Equal Employment Opportunity principles, regulations, and objectives for application to employment decisions and to ensure a hostile-free and equitable work environment.
5. Organization, functions, policies, and procedures of the Department of Motor Vehicles.
6. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.

KNOWLEDGE AND ABILITIES--CONTINUED

7. The department's vision, mission, and core values as the foundation of decision making.
8. The statutes, policies, and procedures pertaining to driver licensing and vehicle titling and registration.
9. The steps of progressive discipline to address performance issues.

B. Ability to:

1. Assess and identify staff training needs.
2. Communicate effectively in writing to employees, the public, government agencies, and other stakeholders.
3. Deal with challenging customers, while providing satisfactory service.
4. Delegate work assignments and appropriate level of responsibility to staff.
5. Establish priorities and maintain service levels in the work unit/office or division.
6. Evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.
7. Evaluate problems and issues relating to work unit/office programs, procedures, business processes, and/or policies.
8. Lead by example by carrying out work duties in a professional and ethical manner.
9. Learn new information and processes through various forms of training or from co-workers and supervisors.
10. Maintain the confidentiality of personal information provided.
11. Multi-tasks to complete task in appropriate timeframes.
12. Perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages) to prepare various program and project reports and summaries.
13. Provide superior customer service by implementing continuous improvement practices within the work unit.
14. Read and comprehend written documents of varying complexity including departmental policy manuals and guides, legislative mandates, instructional guides, written correspondence, analytical reports, and printouts.
15. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems.
16. Work independently with minimal or no direct supervision.
17. Write clear and concise reports, policies, and procedures.

ADDITIONAL DESIRABLE QUALIFICATIONS

Possession of a valid driver license.

VETERANS PREFERENCE

Veterans' Preference Points **will not** be granted for this examination, because it does not meet the requirements to qualify for Veterans' Preference Points.

CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:
<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553 three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or Performance Test fails to reach him/her three days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Standard State Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department, and the testing department on this job bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, or www.jobs.ca.gov.

If High School Equivalence is required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired

from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT

Bulletin Release Date: July 19, 2012
TN/TJ